

RED RIVER AUTHORITY OF TEXAS

JOB VACANCY NOTICE

CUSTOMER SERVICE REPRESENTATIVE I

Precisely and efficiently executes accounts receivable and data processing duties, displaying advanced communication skills as a representative of the Authority. Responsibly performs complex accounts receivable processing necessary to provide optimum customer service and maintain the Authority's financial integrity. Work is accomplished under the general supervision of the Controller and Assistant General Manager with limited latitude for independent judgment and decision. All work performed is to be within the scope and outlines established by the policy as relevant to each division of the Authority.

The ability to work harmoniously with others, effectively and efficiently maintain accounting records, and provide accurate and timely customer and District Manager inquiry responses are necessary in this position. Required general office skills include the ability to use data processing equipment, a 10-key calculator by touch, personal computer, copy machine, and other related office equipment.

ASSIGNED DUTIES

Serve as Customer Service Representative for the Authority, acting as a direct line into the accounts receivable and as an intermediary between customers and Authority personnel. Process telephone and two-way radio traffic in a professional manner with attention to detail. The maintenance of a functional telephone log containing pertinent information for future references is imperative in order to maintain the Authority's administrative integrity. Respond to customer inquiries with follow through to a logical end. Greet customers and guests who enter the office in a professional manner, advising the proper person of their presence and purpose of visit.

Coordinate telephone and radio responsibilities with other Authority personnel when necessary.

Assist in the correlation and mailing of correspondence to customers and required reports to the District Managers on a weekly basis and in the most cost efficient manner. Prepare mail payments for cash input. Analyze and research information on payments and follow through with District Manager. Prepare and process monthly draft accounts.

Quickly process non-sufficient fund checks and drafts after receipt. Maintain strict time records allowing the meter to be pulled or the cash to be collected in the shortest possible period of time to help reduce possible bad debts. All written correspondence must be approved by the Controller. It is imperative that these tasks are followed through in a timely manner.

Process and maintain laboratory invoices and payments. Review maintenance tickets for accurate pricing and calculations. Distribute all paperwork from field personnel to appropriated departments and in a timely manner.

Assist Assistant General Manager, Regulatory Officer, and Utility Supervisor with reports and database input, as needed.

Follow all internal controls in place for accuracy and efficiency.

OTHER DUTIES

Be familiar with the performance and required timing of all Utility Division functions to protect the Authority from disrupted service due to employee absences.

Assist other employees with filing, word processing, and data entry, as needed.

The completion of other duties as may be assigned by the Controller, Assistant General Manager, or General Manager, either temporary or permanent.

Opening Date:	February 28, 2022		Position:	Customer Service Representative I
Closing Date:	Until Filled		Monthly Salary:	Based on qualifications
Work Location:	Wichita Falls, Texas		GS Code:	Based on qualifications
Excellent Benefits Package Available				

To apply for this position, please submit a completed State of Texas Application to info@rra.texas.gov, fax to (940) 723-8531 or mail to P.O. Box 240, Wichita Falls, TX 76307. Applications can also be delivered to 3000 Hammon Road, Wichita Falls, Texas 76310. Additional information on the Red River Authority of Texas can be found at www.rra.texas.gov.